

# **Wisconsin Interlibrary Loan Guidelines**

## **2005**

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## **Preface**

### **Interlibrary Library Loan Planning 2004-2005**

In early 2004, The Department of Public Instruction, Division for Libraries, Technology and Community Learning began a needs assessment to determine the adequacy of the current structure and technology used for interlibrary loan and resource sharing activities. The Division sought to assess interlibrary loan patterns, protocols, and the use of automated systems at the regional and state level.

The Division contracted with Russell Consulting, Inc. to plan and conduct a survey and focus groups with Wisconsin libraries related to resource sharing programs and activities. The survey and focus group results provided insight into the changing role of interlibrary loan and the structures that support it in Wisconsin.

In 2005, the Division contracted with Debra Wilcox Johnson to plan and facilitate the activities of an Interlibrary Loan Work Group. The work group met five times between May and September, 2005 and was charged with the following activities:

- Develop the purpose, goals, and principles for a statewide interlibrary loan system that involves all types of libraries.
- Review the *Wisconsin Interlibrary Loan Guidelines, 1996* and recommend changes.
- Review the structure of the Wisconsin interlibrary loan system and patterns for participation in interlibrary loan by different types of libraries.
- Consider the general characteristics of an interlibrary loan system and the automated functions needed to support an interlibrary loan management system.

### **Changes in 2005 guidelines**

The guidelines recognize many of the changes that have taken place in the resource sharing environment over the years and make a number of changes in interlibrary loan protocols.

- The guidelines continue to recognize interlibrary loan as a basic service that should be provided by and for all types of libraries.
- The guidelines recognize that patterns among libraries have continued to change. While still encouraged, less emphasis is placed on regional geographic resource sharing and the filing of area interlibrary loan plans with the Division is no longer required.
- The guidelines recognize the resource sharing role played by public library system integrated systems and automated systems provided by other types of library consortia.
- The guidelines recognize the ongoing increase in library to library interlibrary loan with less emphasis on clearinghouse activities.
- The guidelines suggest limitations that library staff and patrons should consider prior to making requests.

In addition to the revision of the interlibrary loan guidelines, the Interlibrary Loan Work Group also reaffirmed the role of the Reference and Loan Library related to statewide planning, consultation, training, support of statewide resource sharing technology, and provision of statewide interlibrary loan and reference services. The Work Group also discussed and made recommendations on the role of statewide contracts for service, needed functions for future statewide automated resource sharing systems, and other issues.

### **Purpose of this publication**

It is recognized that interlibrary loan service is one of many services provided by libraries and that organizational, political, and geographical factors affect the quality and breadth of library service that each library can provide. Interlibrary loan is a major means of balancing and equalizing service to Wisconsin residents.

These guidelines have been reviewed and endorsed by the Council on Library and Network Development. As revised, they represent the most concrete effort available to provide a common understanding and give libraries guidance in how to participate in the state's interlibrary loan system. The Council urges staff in libraries of all types to review the guidelines and use them when conducting interlibrary loan activities in order that all libraries can share resources as equally as possible.

### **Interlibrary Loan Work Group members – 2005**

The Interlibrary Loan Work Group activities were planned and facilitated by Debra Wilcox Johnson.

Jan Adams, Cooperative Educational Service Agency (CESA) 10  
Cassandra Chaney, Redgranite Correctional Institution  
Charles Clemence, Winding Rivers Library System  
Amy Crowder, Wisconsin State Law Library (Madison)  
Laurie Freund, Waukesha County Federated Library System  
Leanne Hansen, UW-Green Bay David A. Cofrin Library  
Jane Johns, Milton Schools  
Pat Kennedy, Milwaukee Public Library  
Mindy King, St. Michaels Hospital (Stevens Point)  
Richard Krumwiede, Outagamie Waupaca Library System  
Judy Lyons, Wisconsin Indianhead Technical College  
Connie Meyer, Dwight Foster Public Library (Fort Atkinson)  
Janean Miller, Boscobel Public Library  
John Stoneberg, L.E. Phillips Memorial Public Library (Eau Claire)  
Mary Williamson, WiLS  
Pam Wittig, Madison Public Library

## **Interlibrary Loan Purpose Statement**

Statewide interlibrary loan is a cooperative mechanism for connecting Wisconsin citizens with needed information and resources that are not available through local libraries or consortia. The goal is to equalize and optimize access to library collections across the state. It is a network of all types of libraries designed to identify, request, and obtain materials for users in a manner responsive to fiscal, logistical, and local concerns.

Interlibrary loan supplements, not replaces, local and consortia collection development and is used to retrieve material outside the scope of the local library's collection. Resource sharing is one tool available to help meet user needs. Interlibrary loan also provides a means by which scarce resources can be stretched by sharing materials rather than having each library duplicate the efforts of others.

July 18, 2005

## **Wisconsin Interlibrary Loan Guidelines**

These interlibrary loan guidelines reflect the expectations of library staff and patrons participating interlibrary loan within Wisconsin. These guidelines outline best practices in interlibrary loan statewide. Following the guidelines will best serve library users while making the statewide interlibrary loan system manageable for library staff. It is understood that consortia and libraries in shared automated systems will develop their own interlibrary loan policies.

### **General Principles**

Interlibrary loan is an adjunct to, not a substitute for, adequate collection development in local libraries. The statewide interlibrary loan system is used to provide access to materials beyond the scope of the borrowing library's collection and not readily available locally or via shared integrated systems or through consortia.

Any type of library may initiate an interlibrary loan request providing it is also willing to share its resources.

Geographic location must not be a barrier to participation in the statewide interlibrary loan system.

Public libraries are gateways to the interlibrary loan system for users who are not served by another type of library or who need an access point for a particular type of information.

Every library provides staff and/or instructions that help users place requests and determine the best strategy for having their requests filled.

The costs for providing interlibrary loan services are shared at the state, regional, and local levels.

Library administration considers interlibrary loan to be a basic service and budgets funds for provision of that service.

Libraries that participate in the state's union catalog regularly update their holdings information.

### **User Expectations**

Library users are informed about interlibrary loan services.

Library users are able to place interlibrary loan requests at access points that are convenient for them.

Library users expect that library staff will make a reasonable effort to obtain needed information and materials.

Library users expect that library staff will keep interlibrary loan requests confidential.

Public library users receive interlibrary loan services at no direct cost to the user.

Library users place interlibrary loan requests directly through the automated statewide ILL system.

### **Lending and Borrowing**

Libraries are encouraged to lend as freely as possible. It is recognized that some materials will not be loaned, but the desired outcome is to have liberal lending policies among participating libraries. Alternatives to lending can be considered (see the best practices section of this document).

A library will only request formats that it is willing to lend.

Library staff follows statewide interlibrary loan guidelines and use appropriate mechanisms for balancing borrowing and lending among libraries.

Library staff applies copyright rules and fair use guidelines consistently.

The borrowing library will limit mediated or unmediated requests in the following situations:

- ☐ materials on best seller lists or high demand titles in all formats (e.g., new media),
- ☐ materials which are owned, but in use at the borrowing library,
- ☐ materials which are owned, but in use within the borrowing library's shared automated system or consortium,
- ☐ materials which are on order at the borrowing library,
- ☐ materials which are on order within the borrowing library's shared automation system or consortium, and
- ☐ prepublication titles.

Borrowing multiple copies of titles for group use (e.g. book discussion groups) is an exception to the general guidelines of not borrowing what is owned by the library. To help determine if an item is in high demand, see the best practices section of this document.

The lending library will place a hold on a requested item only when specifically requested. This helps ensure a request can be filled in a timely manner.

The lending library will consider delivery time of materials when setting due dates. Users will be allowed to use materials borrowed through interlibrary loan for at least one week.

The borrowing library can make requests for renewals, and the lending library will provide a timely response to the request.

The lending library acts on ILL requests as soon as possible, with the majority of requests acted upon within two working days.

The borrowing library is responsible for borrowed materials from the time it leaves the lending library until it has been returned to and been received by the lending library. This includes all materials directly shipped to and/or by the user. If damage or loss occurs, the borrowing library is responsible for compensation or replacement.

The lending library (not the borrowing library) will determine delivery method. Borrowing libraries will submit requests that do not limit by delivery mode, recognizing that it will be delivered and returned according to the policy of the lending library.

The borrowing library abides by the specific policies of lending libraries, such as costs, special handling, and delivery mode.

The Wisconsin interlibrary loan guidelines are based on accepted national practice but reflect local needs and practices. Library staff will use the *Interlibrary Loan Code for the United States* when borrowing outside the state. This code is included in this document. The most current version of the code can be found at [www.ALA.org/ala/rusa/rusaprotocols/referenceguide/interlibrary.htm](http://www.ALA.org/ala/rusa/rusaprotocols/referenceguide/interlibrary.htm).

## Interlibrary Loan Organizational Structure and General Patterns

Interlibrary loan in Wisconsin has a long and successful history. Patrons use libraries to request a wide variety of book, non-book, and photocopied materials. Libraries of all types and sizes borrow and lend materials to each other in ever increasing numbers to fill the needs of their patrons. Organizations involved in interlibrary loan include:

- Reference and Loan Library
- Wisconsin Library Services (WiLS)
- public library systems
- public libraries
- public and private school libraries
- special libraries (medical, corporate, etc.)
- state agencies and correctional and social service institution libraries
- Wisconsin Technical College System (WTCS) libraries
- Wisconsin Historical Society and Area Research Centers (ARC)
- UW-System libraries
- private college/university libraries
- out-of-state consortia and libraries

### *State-level Clearinghouses*

The Reference and Loan Library serves as a clearinghouse for interlibrary loan requests for the public library systems, their member libraries, state agencies and institutions, state employees, and any library that is not otherwise served. Staff refers requests to Wisconsin libraries of all types using WISCAT/WISCATILL, OCLC, email, and mail. The Reference and Loan Library also manages resource-sharing contracts with WiLS and the Milwaukee Public Library.

Wisconsin Library Services (WiLS) is a non-profit membership organization that provides interlibrary loan access to the University of Wisconsin-Madison library collections and the collections of other member libraries. Member libraries (including the 17 public library systems and the Reference and Loan Library) pay an annual fee and per-transaction charges to have WiLS handle referral of their requests.

The Reference and Loan Library works with a state level clearinghouse in Minnesota (MINITEX). Requests which cannot be filled in either state are sent between MINITEX and the Reference and Loan Library.

### *Regional library organizations:*

Public library systems (17) are the primary regional organizations providing interlibrary loan clearinghouse services in Wisconsin. Multi-type library organizations also facilitate resource sharing.

Public library systems and their member libraries have a mixture of patterns. Public library system systems also vary greatly as to the degree of centralization of interlibrary loan and the role of the interlibrary loan clearinghouse. Most public library systems have shared automated systems that include some or all of their libraries, allowing staff or patrons of a participating library to place a “hold” on a specific title. The requested material is sent to a designated library when it becomes available. If patrons request materials not owned within their library system area, library staff must still use tools such as WISCAT or OCLC to locate owning libraries, and generate a traditional interlibrary loan request. Public libraries have begun to allow patrons to create interlibrary loan requests.

### *Current Patterns by Type of Library*

Public libraries share materials within their public library system first. Most public libraries are WISCAT/WISCATILL users and send requests directly to and receive requests from other WISCAT participants. Some use OCLC to create requests and send them to the public library system.



School libraries request materials from other schools, their local public library, academic libraries, or the Reference and Loan Library. They also refer their students and staff to the local public library for additional assistance. Teachers sometimes check out materials from the public library on behalf of their users. Some, but not all, public library systems serve schools. The Reference and Loan Library refers requests to other libraries on behalf of schools and borrows materials from schools on behalf of other libraries. Some schools use WISCAT/WISCATILL for sending requests to and receiving requests from other participants.

Special libraries often rely upon consortia of similar libraries. For instance, many medical libraries use DOCLINE to send to and receive requests from each other. Special libraries also use the public library or the Reference and Loan Library to obtain materials. Clientele from special libraries may use the public or academic libraries within their locale. Some special libraries are members of WiLS, allowing them to take advantage of services offered there. Some special libraries use WISCAT/WISCATILL or OCLC.

Most state agency and correctional and social service institution libraries participate as WISCAT/WISCATILL libraries and send and receive requests directly to and from other participants. The Reference and Loan Library acts as their interlibrary loan clearinghouse and refers requests to other libraries on their behalf.

Libraries in the technical college system sometimes request materials from each other before using local or regional contacts. Some also send requests to the Reference and Loan Library for referral. Most technical college libraries are WISCAT/WISCATILL users and send requests directly to and receive requests from other participants. Others are WiLS members and use OCLC for referrals or have WiLS handle interlibrary loan requests. Some technical colleges belong to a consortium called WISPALS, which is not currently used to transmit or receive interlibrary loan requests.

Public and private academic libraries often borrow from each other prior to borrowing from other types of libraries. These libraries also borrow frequently from out-of-state libraries. Most are WiLS members and use OCLC, although some are WISCAT/WISCATILL participants and some use commercial providers. Staff sends requests to the WiLS clearinghouse or refers requests directly to other WiLS members using the OCLC ILL subsystem. Staff will often check for resources within their public library system if the requested title is likely to be owned at a public library. The University of Wisconsin System libraries use Endeavor Universal Borrowing software that allows libraries using Voyager to borrow and loan materials. Some private academic libraries belong to a consortium operating an automated system called SWITCH. Academic libraries frequently deliver electronic materials directly to the computers of students, faculty and staff. Academic users may also have the option of creating requests directly.

## **Interlibrary Loan Best Practices for Library Staff**

Libraries are encouraged to lend as freely as possible. It is recognized that some materials cannot or will not be loaned, but the desired outcome is to have liberal interlibrary lending policies among participating libraries. The following practices are designed to assist libraries in making the best use of interlibrary loan services.

### **Interlibrary loan relies upon bibliographic records and accurate holdings of participating libraries**

Wisconsin's union catalog is highly used as a tool for interlibrary loan. Libraries strive to keep their holdings up-to-date. "Up-to-date" is defined as having addition, change, and delete transactions applied to the current data in Wisconsin's union catalog at intervals of no less than one year. Public library systems that maintain a shared automated system containing holdings of their member libraries are encouraged to update yearly, sending in quarterly additions.

Updating Wisconsin's union catalog is accomplished by a variety of methods. Among the choices for libraries and/or public library systems are to:

- Update the Wisconsin union catalog by real-time additions, changes, and deletions;
- Submit a tape load (electronic file) that replaces all of their data yearly, adding quarterly additions;
- Submit diskettes or electronic file containing purchased MARC records from vendors;
- Submit a replacement tape load (electronic file), then maintain by real-time additions, changes, and deletions;
- Use a combination of methods to maintain up-to-date holdings.

Libraries and/or public library systems may make their Z39.50 online catalog searchable through the state's gateway instead of or in addition to maintaining holdings in Wisconsin's union catalog.

Individual libraries that have not provided updated information five years and that do not participate in interlibrary loan will be considered for removal from Wisconsin's union catalog.

### **A library will only borrow what it is willing to lend**

The *Interlibrary Loan Code for the United States*, as published by the American Library Association, in its *Explanatory Supplement* section 2 states "It is evident that some libraries are net lenders and others are net borrowers, but the system of interlibrary loan still rests on the belief that all libraries are willing to lend if they are willing to borrow." Libraries are encouraged to treat requests for materials equally, regardless of the format desired by the borrower. Any library that borrows specific types of materials through interlibrary loan is also expected, it owns that type of materials, to lend them through interlibrary loan. If a library refuses to lend an item, the refusal is made on an item-by-item basis and not for a broad category of material. Libraries may request a media format that is not owned at their library, with the expectation that if the library purchases materials in that format they would lend it (e.g. Microfilm may never be owned by some libraries, but their patrons may request microforms through interlibrary loan).

Requesting library staff reviews requests before submitting them to determine if the item will likely circulate from any lender. Staff may not always be able to obtain what the patron wants through interlibrary loan.

### **Possible alternatives to requesting and lending include:**

- The requesting library requests substitute editions when possible or appropriate.
- The requesting library purchases the item for its own collection instead of borrowing.
- The requesting library makes use of available electronic and virtual resources
- The patron needs to travel to another library to use the item there if possible.
- The lending library photocopies a section or an article if allowable by copyright.

## **Suggested additional information to include on requests by type of materials:**

### *Reference materials:*

Reference-type materials rarely circulate. Staff explains to the patron that it is unlikely the newest edition will be loaned and asks if an older edition could be substituted. The patron specifies what information is being requested. Photocopies from a book may be used to fill a patron's request. Staff may request a photocopy of an index and/or table of contents so that patrons can determine if there is something they would like copied.

### *Loose-leaf materials:*

Loose-leaf updated materials seldom circulate, because it is too easy for pages to be removed or lost while the item is on loan. Staff should find out from the patron if there is information that can be photocopied that will fulfill their needs.

### *Rare books:*

Rare books are often too fragile to loan or to photocopy. The book may be available for loan in microform format, if the requesting library or patron has access to a reader or reader/printer.

### *Current issues of periodicals:*

Current issues of periodicals are unlikely to be loaned by any library outside of one's own library system. Photocopies of tables of contents for recent issues may be available on the Internet or may be requested. The patron may request a photocopy of a single article.

### *Genealogical materials:*

Genealogical materials seldom circulate. The patron must supply information that can be copied from the item requested. Sometimes patrons' needs are better met through avenues other than interlibrary loan. Patrons may need to do more research on their own or travel to the Wisconsin Historical Society before using interlibrary loan. Depending on the patron's needs, a local LDS Family History Center may provide another alternative for the patron to consider. LDS Family History Centers may charge fees for some services.

When requesting photocopies, the requesting library must supply the appropriate copyright compliance code.

- Non-Circulating Census Microfilm for Wisconsin - Indexes and Census Schedules

There is one circulating copy of the Wisconsin census materials at the Wisconsin Historical Society. If the circulating copies are in use, photocopies of specific information may be requested from the non-circulating copies.

The 1890 census was destroyed by fire before it could be microfilmed and does not exist at any location.

Requests for Wisconsin Federal or Wisconsin State census index or soundex information contain the type of census index (Federal or State), year, city or county, state, districts or precincts (for larger geographical areas, such as Milwaukee), name of person being searched. The soundex code need not be included.

Requests for Wisconsin Federal or Wisconsin State census contain the type of census (Federal or State), year, city or county, state, districts or precincts (for larger geographical areas, such as Milwaukee), index citation (reel and page), and name of person being searched.

- Census Microfilm for States Other Than Wisconsin - Index, Soundex, and Census Schedules

For states other than Wisconsin, the interlibrary loan clearinghouses have a chart indicating whether an index and/or census are owned at the Wisconsin Historical Society. If the census or index/soundex is not owned, there are sources of rental microforms that can be accessed directly by individuals.

The 1890 census was destroyed by fire before it could be microfilmed and does not exist at any location.

Requests for Federal census index or soundex information contain the type of census (federal), year, city or county, state, districts or precincts (for larger geographical areas), name of person being searched. The soundex code need not be included.

Requests for Federal census contain the type of census (federal), year, city or county, state, districts or precincts (for larger geographical areas), name of person being searched.

- Archival Material on Microfilm

Archival material owned at the Wisconsin Historical Society only may be used on-site. Requests include the name or topic needed so photocopies can be made. Patrons may need to travel to the Wisconsin Historical Society or an Area Research Center (ARC)

- City Directories

Requests include the city, state, name, and date.

- Genealogies and Family Histories

Items that contain any form of the words "genealogy" or "family history" in the title or subject lines of the bibliographic record cannot be borrowed through interlibrary loan. The bibliographic record will indicate if the title has an index from which something may be photocopied. Requests for photocopy of information on individuals may be submitted by giving the full names and any additional relevant information such as birth and death dates.

If the patron provides no name, a photocopy of the index may be requested. Wisconsin Library Services (WiLS) will photocopy the index itself (a maximum of 20 exposures from a microform, 100 exposures from a book). Sometimes the index is a separate title (possibly titled "Index to the..."). In that case, photocopies from the index must first be requested by providing a specific name. After receiving the index or photocopies from it and identifying the pages needed, a second request must be submitted with a photocopy note indicating the pages needed.

Requests include complete bibliographic information (if known) and name being searched.

- Regimental Histories

Requests include complete bibliographic information (if known) and name being searched. Additional information such as which arm of the service as well as any other information (i.e. infantry, etc.) is helpful.

- Passenger Lists

Several of the National Archives' microfilm series of passenger lists and indexes are owned at the Wisconsin Historical Society. There may also be print indexes and lists available. For those not owned at the State Historical Society, the patron for a fee can obtain copies directly from the National Archives. There were no lists kept for Milwaukee, Chicago, and other ports on the Great Lakes.

Requests contain the port of entry, date (as close as possible, including the month), ship name and shipping line, name being searched, ship's point of origin.

- Plat Maps

Requests include the year or time period, city, township, county and state.

- Sanborn Fire Insurance Maps

Requests include the year or time period, city, township, county, and state.

## Limitations to requesting materials

Requesting libraries will train patrons to use their local or shared online catalog to effectively determine if an interlibrary loan request is appropriate. If the patron finds the item in the local or shared catalog, the patron should see library staff for assistance in determining if an interlibrary loan request should be placed. To assist libraries, Reference and Loan Library staff has provided customizable training materials, which are found on the WISCAT web site (<http://www.wiscat.lib.wi.us/pilottest/index.html>).

The requesting library will limit mediated or unmediated requests for the following items:

- materials on bestseller lists or high demand titles in all formats (e.g., new media),
- materials which are owned, but in use at the requesting library,
- materials which are owned, but in use within the requesting library's shared automated system or consortium,
- materials which are on order at the requesting library,
- materials which are on order within the requesting library's shared automation system or consortium, and
- titles that have not yet been published but have prepublication information in verification sources.

Interlibrary loan requests in these situations are made only if special conditions or considerations apply.

Borrowing multiple copies of titles for group use (e.g.: book clubs) is an exception to the general guidelines of not borrowing what the library owns.

## Materials in high demand

To help determine if an item is in high demand, the following process is suggested.

The *Interlibrary Loan Code for the United States Explanatory Supplement*

(<http://www.ala.org/ala/rusa/rusaprotocols/referenceguide/interlibraryloancode.htm>), as published by the American Library Association, Section 2 - Purpose states in part "Interlibrary loan is intended to complement local collections and is not a substitute for good library collections intended to meet the routine needs of users."

Requesting libraries screen requests to determine if a title is too popular to request outside of their library system. Using various bestseller lists may identify popular titles across all formats. Popular titles across all formats may be identified by using various best seller lists. The following lists are accessible on the Internet and are used to aid staff in determining whether to place an interlibrary loan request.

- Review the number of holds in local or system shared integrated system. A large number of holds would indicate that the material is in high demand.
- WISCATILL Collection Development Statistics (<http://www.wiscat.lib.wi.us/stats.html>) is a monthly report of the 100 most requested titles (Statewide as a Borrower) in WISCATILL for the specified month. The reports contain the title and the number of times the title was requested via WISCATILL. The reports are available in PDF format as well as Microsoft Excel.
- Books: New York Times Best Seller lists (free registration required) at

<http://www.nytimes.com/pages/books/bestseller/>

- Talking books: Audible.com (can Browse Audio free, search Best Sellers) at [http://www.audible.com/adbl/site/recommends/bestSellersMain.jsp?BV\\_SessionID=@@@1946924436.1123178124@@@@&BV\\_EngineID=ccciaddfgejmmmcfecegedfhfdhfm.0](http://www.audible.com/adbl/site/recommends/bestSellersMain.jsp?BV_SessionID=@@@1946924436.1123178124@@@@&BV_EngineID=ccciaddfgejmmmcfecegedfhfdhfm.0)
- Music: Billboard at [http://www.billboard.com/bb/charts/album\\_index.jsp](http://www.billboard.com/bb/charts/album_index.jsp)
- Video/DVD (sales & rentals): Billboard at [http://www.billboard.com/bb/charts/video\\_index.jsp](http://www.billboard.com/bb/charts/video_index.jsp)

### *Materials which are owned, but in use at the requesting library*

Libraries purchase sufficient copies of high demand titles to meet local need. Rather than create an interlibrary loan request for a title owned, but in use at the requesting library, a hold is placed in the library's online catalog. Borrowing multiple copies of titles for group use (e.g.: book clubs) is an exception to the general guidelines of not borrowing what the library owns.

### *Materials which are owned, but in use at the requesting library's shared automated system or consortium*

Libraries or consortia purchase sufficient copies of high demand titles to meet local need. Rather than create an interlibrary loan request for a title in use at the requesting library's shared automated system or consortium, a hold is placed for the shared online catalog. Borrowing multiple copies of titles for group use (e.g.: book clubs) is an exception to the general guidelines of not borrowing what the library owns.

### *Materials that are on order at the requesting library*

Libraries order sufficient copies of high demand titles to meet local need. Rather than create an interlibrary loan request for a title on order at the requesting library, a hold is placed for the library's online catalog.

### *Materials that are on order at the requesting library's shared automated system or consortium*

Libraries or consortia order sufficient copies of high demand titles to meet local need. Rather than create an interlibrary loan request for a title on order at the requesting library's shared automated system or consortium, a hold is placed for the on order title in the shared online catalog.

### *Titles that have not yet been published*

Interlibrary loan requests are not created for titles that have not yet been published. Use of standard library tools, such as Title Source II, Forthcoming Books, Library Journal, School Library Journal, Books in Print, or [www.amazon.com](http://www.amazon.com) list the anticipated publication date for new materials.

Titles that have not yet been published may be found in databases such as WISCAT and OCLC, because they have been entered using online ordering systems. The bibliographic records are usually brief Cataloging in Publication (CIP) records. There are ways to identify such records, so that additional sources can be checked to verify the item has been published and might be available for interlibrary loan.

When verifying a title in WISCAT, if a title has an incomplete Description field (only containing "p. cm.") when viewing the WISCAT label display format and the Publication date is the current or next year, the title may not have been published yet. If viewing the MARC display format fields, the 263 (proposed publication date) and/or 300 (description) will provide this information.

On OCLC, items represented only by a Cataloging in Publication (CIP) records are identified by looking at two different fields in the MARC cataloging record:

263 field: proposed publication date still listed (deleted when item is received)

300 field: no pages or size yet specified (filled in when item is received)

### *Borrowing multiple copies of a title for book clubs*

Borrowing multiple copies of titles for group use is an exception to the general guidelines of not borrowing what the library owns or within the requesting library's shared automated system. Libraries that are willing to lend "multiple copies kits" of titles they have purchased for book club use have submitted lists of titles. The lists were compiled and can be found at <http://www.wiscat.lib.wi.us/excel/bookclubtitles.xls>. Libraries wishing to borrow these kits are encouraged to contact the owning library. If interlibrary loan is needed to fulfill group needs, one request per group member is submitted, using multiple WISCAT or OCLC records whenever possible.

## **Requesting and lending library responsibilities**

Wisconsin complies with the *Interlibrary Loan Code for the United States*, as published by the American Library Association (<http://www.ala.org/ala/rusa/rusaprotools/referenceguide/interlibrary.htm>). Responsibilities of the Requesting Library are found in section 4.0 – 4.14. Responsibilities of the Supplying (lending) Library are found in section 5.0-5.10. Libraries familiarize themselves with the *Interlibrary Loan Code for the United States*. Of particular importance are:

### *Requesting library is responsible for borrowed materials*

Wisconsin follows the *Interlibrary Loan Code for the United States*, as published by the American Library Association (<http://www.ala.org/ala/rusa/rusaprotools/referenceguide/interlibrary.htm>). Under Responsibilities of the Requesting Library, section 4.9, "The requesting library is responsible for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library."

If the requesting library does not receive an item within two weeks of the request being updated to shipped or filled status, the staff contacts the lender. It is appropriate to ask the lender to re-ship if the item never arrived at the requesting library.

When the requesting library receives the item, staff notes any visible damage to the item before circulating the item to the patron. If damage is found, the staff contacts the lender to see if they were aware of the damage before shipping or if the damage occurred when shipped.

If the requesting library receives an overdue notice two weeks or more after staff has returned the item, staff contacts the lender to verify that the item was received back at the lending library. If not, the requesting library asks the lender to do an additional shelf check for the item. The requesting library checks with the patron to verify that the patron no longer has the item. If the item is lost, the requesting library will request a bill for replacement.

If the patron reports the item lost, the requesting library contacts the lending library to ask for a bill for replacement. If the patron returns the item damaged, the requesting library contacts the lending library to ask for a bill for repair or replacement, whichever the lender prefers.

An invoice for lost or damaged materials may include a processing fee that covers the cost of billing, ordering and cataloging the replacement item. If the materials are found and returned after the invoice has been issued, the lender may forgive the entire invoice or they may still charge the processing fee. The lender may also choose not to give a refund at all. In that case the borrowed item becomes the property of the requesting library or the patron who paid for it. The requesting library makes payment to the lending library in a timely manner, regardless of whether the patron is

responsible for the loss or damage. It is the responsibility of the requesting library to gain reimbursement from their patron.

### *Lending library acts on requests promptly*

Libraries check each day they are open to see if there are any interlibrary loan requests they have been asked to lend. Requests with Need By dates that fall within the current two months receive priority handling. The majority of requests to lend are acted upon within two working days. The lending request database is checked weekly to insure that all In Process requests receive replies.

### *Due dates allow time for reasonable use and delivery*

The *Interlibrary Loan Code for the United States Explanatory Supplement*, as published by the American Library Association (<http://www.ala.org/ala/rusa/rusaprotools/referenceguide/interlibraryloancode.htm>), section 4.10 “The primary object of this section is to provide a clear definition of due date as the date the material must be checked in at the supplying library.” Section 5.6 further states “this code has moved away from the concept of a loan period, to a definite date that accommodates the sending and return of material as well as sufficient time for the use of the material.” If a borrowing library receives an item that is due back before its patron has had one week to use it, the library immediately requests a renewal, adding a note that the item was not received with enough time for the patron to use it before it was due to be returned to the lender.

### *Renewals are granted whenever possible*

Libraries can make requests for renewals if the patron needs to have more time to use the borrowed materials. The *Interlibrary Loan Code for the United States*, as published by the American Library Association (<http://www.ala.org/ala/rusa/rusaprotools/referenceguide/interlibrary.htm>), section 5.8 says that lending libraries “should respond promptly to requests for renewals. If the supplying library does not respond, the requesting library may assume that a renewal has been granted extending the due date by the same length of time as the original loan.”

### **Hold shall be placed only when specifically asked**

Lending libraries only place a hold on a title for a borrowing library outside of the system if specifically asked. Requests are filled more quickly when allowed to pass from one library to the next, where it may be on the shelf. Libraries may use their discretion and place a hold if:

- The title is not owned at other libraries in the state, or
- The item is due back within 3 days.

### **The lender, not the borrower, will determine delivery mode for titles owned in Wisconsin**

Borrowing libraries will submit requests that do not limit by delivery mode, recognizing that it will be delivered and returned according to the policy of the lending library. Lending libraries may specify how items they lend must be packaged or shipped to insure traceability and safety.



## **Charging for Interlibrary Loan Services**

Library staff, administrators, and public officials sometimes question whether or not it is legal to charge for interlibrary loan services. Interlibrary loan services at the state level, such as those provided by WILS, and interlibrary loan providers or commercial services outside Wisconsin also provide services on a fee basis. Other charges may potentially take place at several levels. Libraries may charge each other for interlibrary loan and/or libraries may want to charge customers for interlibrary loan services.

Historically, the state has paid for a portion of the interlibrary loan structure in Wisconsin through provision of state aids to public library systems, funding of the Reference and Loan Library, funding of state agency and university library services, and funding of state level contracts. Although no charges are levied between libraries, some libraries may receive reimbursement through these sources of funding. A great deal of interlibrary loan has also been provided on a reciprocal basis by all types of libraries.

The Division for Libraries, Technology, and Community Learning has taken the position that public libraries cannot charge customers for interlibrary loan services and also offered advice and counsel on the appropriateness of various kinds of charges.

Other types of libraries may be in a better position to legally charge other libraries for their services. However, the Division for Libraries, Technology, and Community Learning requests that careful consideration should be given to the impact of doing so. Charging other libraries can upset the balance that has been achieved for the provision of interlibrary loan services and greatly decrease the frequency of the use of interlibrary loan services. The ability of many libraries to serve their customers will be greatly curtailed. The cost of maintaining records of charges may outweigh the benefits of obtaining additional funds. Libraries that are being charged may also charge other libraries defeating any benefits to be obtained by reciprocal borrowing.

All libraries should consider carefully the impact of charging customers for services. In most cases, this will likely result in a decrease of services requested from the library.

### **Public libraries and public library systems**

The charging of fees to individuals for access to the information services provided by a public library including interlibrary loan violates the legislative policy and specific statutory provisions of the Wisconsin Statutes. This is true whether a public library is a member of a public library system or not. However, if the public library is a member of a public library system, it is also violating a requirement for participation in the system.

A public library that is a member of a public library system must provide its users access to the interlibrary loan service of the public library system, and it must fill interlibrary loan requests from other system member libraries within the system area. However, it is not required to forward an interlibrary loan request from a library user to any library or library organization that charges a fee for this service. If it does so, it cannot pass the fee on to the library user.

A public library system may not charge a member library or a library user for handling or filling an interlibrary loan request within the system service area, or for referring the interlibrary loan request to a library outside of the system area.

It would be legal, but not desirable, for a public library system to pass on an interlibrary loan charge from a library or library organization outside of the system service area to a member library. However, that charge could not be passed on to the library user, and the public library would not be under any obligation to pay the charge.

### **Supporting Attorney General's Opinions**

In an opinion issued in 1984 (OAG 26-84) the Wisconsin Attorney General adopted the following guideline which was utilized by the California Attorney General in a 1978 opinion for determining which services provided by a library were required to be free under s. 43.52 (2), Wis. Stats.:

If the transaction involves the satisfaction, with library resources, of a patron's request for information (whether for educational, recreational or entertainment purposes), such transaction is a "library service." Other transactions, not involving the furnishing of information, though carried out by a library, would not be a "library service"... Perhaps the essential distinction that is operative here is between those services which are reflective of a library's inherent information providing function and those ancillary services which are not unique to libraries and which can be just as effectively provided in nonlibrary settings. Examples of such nonlibrary services might include the furnishing of meeting rooms, allowing the use of typewriters and copying machines, rental of audiovisual equipments, etc.

In the same opinion, the Wisconsin Attorney General went on to indicate specifically that a library could not charge for borrowing 16mm films and for holding materials on reserve. It could, however, charge for the use of framed pictures, projectors, screens, and audio cassette players. The opinion also indicated that a library could charge for the rental of best sellers as long as it also made available a "reasonable number" of copies of the same item which circulated without charge.

In a 1989 opinion (OAG 30-89), the Wisconsin Attorney General indicated that a library could not charge fees for renting video cassettes or for online searching of remote commercial bibliographic and information databases. The opinion indicated that a library could charge a fee for video cassettes which are in addition to a "reasonable number" of permanent collection cassettes.

In a 1990 opinion (OAG 5-90), the Wisconsin Attorney General issued the opinion that a public library system may not charge fees for services which are inconsistent with the provisions of section 43.52 (2), Wis. Stats.

### **Statutory provisions**

Section 43.001 (1) (a), Wis. Stats., states:

The legislature recognizes: The importance of free access to knowledge, information and diversity of ideas by all residents of this state.

Section 43.52 (2), Wis. Stats., states in part:

Every public library shall be free for the use of the inhabitants of the municipality by which it is established and maintained, subject to such reasonable regulations as the library board prescribes in order to render its use most beneficial to the greatest number.

Section 43.52 (2) also applies to joint libraries created under s. 43.53 and county libraries created under s. 43.57.

Public libraries which participate in public library systems are required to offer free service to all members of the public library system, and to participate in interlibrary loan under s. 43.15 (4) (c) 4, Wis. Stats.

Section 43.24 (2) (a) requires library systems to ensure interlibrary loan of materials among all participating public libraries.

Section 43.24 (2) (b) requires library systems to ensure the referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.

Section 43.18 (2m) states:

With the approval of the division, a public library system may expel, or reduce aids or services to, a municipality or county that fails to meet the requirements under s. 43.15 (2) and (4).

Section 43.24 (3) states in part:

The division may reduce state aid payments when any system or any participant thereof fails to meet the requirements of sub (2).

# **Interlibrary Loan Code for the United States**

Prepared by the Interlibrary Loan Committee, Reference and User Services Association, 1994, revised 2001. Approved by the RUSA Board of Directors January 2001.

## **Introduction**

The Reference and User Services Association, acting for the American Library Association in its adoption of this code recognizes that the sharing of material between libraries is an integral element in the provision of library service and believes it to be in the public interest to encourage such an exchange.

In the interest of providing quality service, libraries have an obligation to obtain material to meet the informational needs of users when local resources do not meet those needs. Interlibrary loan (ILL), a mechanism for obtaining material is essential to the vitality of all libraries.

The effectiveness of the national interlibrary loan system depends upon participation of libraries of all types and sizes.

This code establishes principles that facilitate the requesting of material by a library and the provision of loans or copies in response to those requests. In this code, "material" includes books, audiovisual materials, and other returnable items as well as copies of journal articles, book chapters, excerpts, and other non-returnable items.

## **1.0 Definition**

1.1 Interlibrary loan is the process by which a library requests material from, or supplies material to, another library.

## **2.0 Purpose**

2.1 The purpose of interlibrary loan as defined by this code is to obtain, upon request of a library user, material not available in the user's local library.

## **3.0 Scope**

3.1 This code is intended to regulate the exchange of material between libraries in the United States.

3.2 Interlibrary loan transactions with libraries outside of the United States are governed by the International Federation of Library Associations and Institutions' International Lending: Principles and Guidelines for Procedure.

## **4.0 Responsibilities of the Requesting Library**

4.1 The requesting library should establish, maintain, and make available to its users an interlibrary borrowing policy.

4.2 It is the responsibility of the requesting library to ensure the confidentiality of the user.

4.3 Some requesting libraries permit users to initiate online ILL requests that are sent directly to potential supplying libraries. The requesting library assumes full responsibility for these user-initiated transactions.

4.4 Requested material should be described completely and accurately following accepted bibliographic practice.

4.5 The requesting library should identify libraries that own the requested material. The requesting library should check and adhere to the policies of potential supplying libraries.

4.6 When no libraries can be identified as owning the needed material, requests may be sent to libraries believed likely to own the material, accompanied by an indication that ownership is not confirmed.

4.7 The requesting library should transmit interlibrary loan requests electronically.

4.8 For copy requests, the requesting library must comply with the U.S. copyright law (Title 17, U.S. Code) and its accompanying guidelines.

4.9 The requesting library is responsible for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library.

4.10 The requesting library is responsible for honoring the due date and enforcing any use restrictions specified by the supplying library. The due date is defined as the date the material is due to be checked-in at the supplying library.

4.11 The requesting library should normally request a renewal before the item is due. If the supplying library does not respond, the requesting library may assume that a renewal has been granted extending the due date by the same length of time as the original loan.

4.12 All borrowed material is subject to recall. The requesting library should respond immediately if the supplying library recalls an item.

4.13 The requesting library should package material to prevent damage in shipping and should comply with any special instructions stated by the supplying library.

4.14 The requesting library is responsible for following the provisions of this code. Disregard for any provision may be reason for suspension of service by a supplying library.

## **5.0 Responsibilities of the Supplying Library**

5.1 The supplying library should establish, maintain, and make available an interlibrary lending policy.

5.2 The supplying library should consider filling all requests for material regardless of format, but has the right to determine what material will be supplied on a request by request basis.

5.3 It is the responsibility of the supplying library to ensure the confidentiality of the user.

5.4 The supplying library should process requests in a timely manner that recognizes the needs of the requesting library and/or the requirements of the electronic network or transmission system being used. If unable to fill a request, the supplying library should respond promptly and should state the reason the request cannot be filled.

5.5 When filling requests, the supplying library should send sufficient information with each item to identify the request.

5.6 The supplying library should indicate the due date and any restrictions on the use of the material and any special return packaging or shipping requirements. The due date is defined as the date the material is due to be checked-in at the supplying library.

5.7 The supplying library should ship material in a timely and efficient manner to the location specified by the requesting library. Loaned material should be packaged to prevent loss or damage in shipping. Copies should be delivered by electronic means whenever possible.

5.8 The supplying library should respond promptly to requests for renewals. If the supplying library does not respond, the requesting library may assume that a renewal has been granted extending the due date by the same length of time as the original loan.

5.9 The supplying library may recall material at any time.

5.10 The supplying library may suspend service to a requesting library that fails to comply with the provisions of this code.

## **Copyright Compliance**

Copyright law is complicated, and library staff seeking a full understanding of the ways that copyright affects library operations should consult additional books and articles on the subject. In this section an attempt is made to summarize the principles which apply to making a copy of a work for a single customer's personal use as this is the primary transaction involved in interlibrary loan.

## **Copyright Act of 1976 - Section 108**

Section 108 of the Copyright Act of 1976 lists five basic requirements for making single copies of a printed copyrighted work for a library customer. The requirements apply to a customer making a request at a local library or for requests from another library on behalf of its customer. This right to copy does not apply, in general, to musical, pictorial, graphic sculptural works or motion pictures or other audiovisual works, except audiovisual works dealing with the news.

- The customer must initiate the request.
- The copy must be no more than one article or other contribution to a copyrighted collection or periodical issue or a small part of any other work.
- The copy must become the property of the customer.
- The library must have no notice that the copy will be used for any purpose other than private study, scholarship, or research

For this purpose notice consists of actual knowledge of how a copy will be used, receipt of notice or notification of how a copy will be used, or reason to know how a copy will be used from all the facts and circumstances known at the time in question.

- The library or archives must display a "warning of copyright" where the orders are accepted and on its order form.

An entire work or a substantial part of a work may be copied if all of the above requirements are met, except the second one, and if the library or archives has first determined, on the basis of a reasonable investigation, that a copy or phonorecord of the copyrighted work cannot be obtained at a fair price.

Section 108 also states that libraries and archives may participate "in interlibrary arrangements that do not have, as their purpose or effect, that the library or archives receiving such copies or phonorecords for distribution does so in such aggregate quantities as to substitute for a subscription to or purchase of such a work." The National Commission on New Technological Uses of Copyrighted Works (CONTU) developed guidelines which serve a workable interpretation of this section in relation to interlibrary loan photocopying of periodical articles published within five years of the date of the interlibrary loan request.

The basic components of the CONTU guidelines are as follows:

- The guidelines only apply to periodical article issues published within five years of the customer's request.
- Within one calendar year, a requesting library or archives may receive no more than five copies of an article or articles published in any given periodical. This includes all issues of the periodical published in the last five years, as opposed to a single issue of the periodical.
- Interlibrary loan requests for copies or phonorecords of other materials, such as fiction, poetry, contributions to copyrighted collections, or a small part of any other copyrighted work, may not exceed five copies or

phonorecords of or from any given work (including a collective work) during the entire period when such material shall be protected by copyright.

- If the library or archives which is requesting the article has subscribed to a periodical or has ordered other copyrighted materials, but they are not available, the duplication will not be considered as interlibrary loan. Rather, requirements for such duplication will fall under provisions for copying from the library's or archives' own collections.
- Requests for copies or phonorecords of materials may not be filled unless the library or archives states that the request conforms to the CONTU guidelines.
- The requesting library or archives must maintain records of all duplication requests it makes and retain the records for three years after the end of the year in which the request was made.

## **Copyright Act of 1976 - Section 107**

Section 107 of the Copyright Act of 1976 is often referred to as the "fair use" clause. This section provides that "fair use" of a copyrighted material is not an infringement of the owner's copyright in some instances.

Section 107 states:

"Notwithstanding the provisions of section 106, the fair use of a copyrighted work, including such use by reproduction in copies of phonorecords or by any other means specified by that section, for purposes such as criticism, comment, news reporting, teaching (including multiple copies for classroom use), scholarship, or research, is not an infringement of copyright." In determining whether the use made of a work in any particular case is a fair use the factors to be considered shall include:

- (1) the purpose and character of the use, including whether such use is of a commercial nature or is for nonprofit educational purposes;
- (2) the nature of the copyrighted work;
- (3) the amount and substantiality of the portion used in relation to the copyrighted work as a whole; and
- (4) the effect of the use upon the potential market for or value of the copyrighted work.

## **Copyright compliance codes**

The requestor, not the supplier, is responsible for assuring that the request is appropriate under the law. To assure the supplying library that the request conforms to the law, the requesting library should use one of the following "copyright compliance codes".

CCG - Conforms to Copyright Guidelines

This code is used:

- When the requesting library does not own a title and has received less than five articles from the current five years of that title. Counting starts over each year.
- When the requesting library owns the material, has ordered it or has placed a subscription. In this case it is treated like a copy from the requestor's own collection. As long as the copying would have been fair use locally, it is fair use on interlibrary loan.

## CCL - Conforms to Copyright Law

This code is used:

- When the material is in the public domain.
- When the requesting library believes that the reproduction and distribution of the copy is a fair use.
- When the requested copy becomes the property of the user and the request is for an entire work or a substantial part of a work, and the requesting library has determined that a copy cannot be obtained at a fair price.
- When the requested copy becomes the property of the user and the requested photocopy is from materials published earlier than five years prior to the date of the request and therefore not covered by the CONTU Guidelines.
- When the requested copy becomes part of the collection of the requesting library and the requesting library has determined, after reasonable investigation, that an unused replacement is unavailable at a fair price.



## Where to Find More Information

### WISCAT and WISCATILL

Information about the use of these products can be found on the WISCAT website at: <http://www.wiscat.lib.wi.us/>. The website includes in documentation, training, cost, order and other information.

### Reference and Loan Library Services

Information on Reference and Loan Library Services can be found on the Reference and Loan Library website at: <http://dpi.wi.gov/rll/>. Specific information on interlibrary loan services can be found at: <http://dpi.wi.gov/rll/indill.html>

### State-level interlibrary loan contracts and agreements

#### WiLS Services

Information on WiLS services can be found on the WiLS website at: <http://www.wils.wisc.edu/>. Specific information about interlibrary loan services can be found at: <http://www.wils.wisc.edu/ill/>

#### Delivery services

State-level delivery services are provided by the South Central Library Service and information can be found on the SCLS website at: <http://psw.scls.lib.wi.us/delivery/index.html>. Information on the Delivery Services Advisory Committee can be found at: <http://dpi.wi.gov/rll/inddel.html>

#### BadgerLink services

Information about and access to BadgerLink databases can be found on the BadgerLink website at: <http://www.badgerlink.net/>. The site also includes documentation and training information.

#### Listservs

Information on the WISCAT, interlibrary loan, and BadgerLink listservs can be found at: <http://www.wiscat.lib.wi.us/listserv.html>

Sign-up information for OCLC's listserv is at: <https://www3.oclc.org/app/listserv/>. The listserv is called OCLC-Sharing-L.

A national listserv for interlibrary loan is ILL-L. Its purpose is to serve as a discussion forum for interlibrary loan practitioners in all types of libraries around the world. The listserv Address is [ILL-L@northwestern.edu](mailto:ILL-L@northwestern.edu) and the Subscription Address is [listproc@northwestern.edu](mailto:listproc@northwestern.edu). To **subscribe** to any list, send the following command in the body of an email message to the **Subscription Address**:  
subscribe <listname> <your full name>

Other national and international listservs on interlibrary loan can be found at: <http://www.law.northwestern.edu/lawlibrary/illweb/listservs.htm>

## Evolution of the Interlibrary Loan Guidelines

Wisconsin Statutes state that the state superintendent shall:

Promote cooperation and resource sharing among public libraries, school libraries, other types of libraries and related agencies.

Plan, coordinate, evaluate and set statewide priorities for the development of networks to enable library cooperation and resource sharing within this state and resource providers in other states.

Contract for service with libraries and other resource providers in and outside of this state to serve as resources of specialized library materials and information not available in the reference and loan library under s. 43.05(11).

To carry out these statutory requirements, the Division periodically develops and publishes interlibrary loan guidelines. The first edition of the *Wisconsin Interlibrary Loan Guidelines* was published in May of 1980. The **Guidelines** were the result of eight months work by the Statewide Committee on Interlibrary Loan and Reference Referral Patterns in Wisconsin. The Committee was jointly sponsored by the Division for Libraries, Technology, and Community Learning (then called the Division for Library Services), the Council of Wisconsin Libraries and the Council on Library Development. A second edition of the **Guidelines** was published in 1982 and incorporated minor changes.

In late 1980, the Council on Library and Network Development was formed and replaced the Council on Library Development. The council was given responsibility in Chapter Law 347 to conduct several studies including, 1) study of aids to medical libraries and system resource libraries 2) study of state level resource libraries and 3) study of regional organizations for interlibrary cooperation and resource sharing. These studies were conducted in 1982 and 1983 and sent to the governor and/or the legislature as directed. The Council was also given general responsibility for advising "state superintendent in regard to the general policies and activities of the state's program for library development, interlibrary cooperation and network development.

In 1985, the Council on Library and Network Development recommended that the **Guidelines** be revised to reflect changed patterns and to clarify a number of concepts. The guidelines were again revised in 1996.

The Division for Libraries, Technology, and Community Learning first developed a statewide database of library holdings in 1982. The WISCAT project goals were to provide statewide tools for resource sharing and to assist libraries in the development of machine-readable library records for use in local automated systems. The database has been produced in many formats since then, including microfiche, CD-ROM, online client, and web-based software. An online interlibrary loan management system was first introduced in 1995 and a gateway that searches local library and shared integrated systems was introduced in 2002.

Between 1980 and 1995 several attempts were made to create and pass legislation that would have created multitype library systems. To date, none of these efforts have been successful. Public library systems vary widely in providing services to other than public libraries and in encouraging multitype cooperation within their areas. Therefore, there is not yet a common plan in place throughout the state for the delivery of interlibrary loan services among all types of libraries.

Since the late 1980s, the Division and public library systems put increased resources into development of online integrated systems that were implemented for member public libraries. The majority of resource sharing among public libraries now takes place by patrons and library staff placing holds for specific items and having the materials delivered through a system delivery service. Public library systems continue to be required to have agreements with all participating public libraries for interlibrary loan of materials, annual plans for rapid and regular delivery and communications systems for participating public libraries and a written agreement for backup reference and interlibrary loan services from the system resource library, including the development of and access to specialized collections.

Other types of libraries have also developed shared services using technology. The University of Wisconsin libraries use Universal Borrowing services provided through their online catalog and circulation systems, and medical libraries share

resources using DOCLINE services. Libraries of different types continue to use OCLC for resource sharing. Libraries of all types use BadgerLink for access to periodicals, newspapers, and other materials in electronic format, and libraries have begun in earnest to digitize materials from their collections and make them available on the web. Libraries of all types have greater access to high speed telecommunications networks through the state government.